

IN THE U.S. PATENT AND TRADEMARK OFFICE  
Patent Application Transmittal Letter

COMMISSIONER FOR PATENTS  
Washington, D.C. 20231

Sir:

Transmitted herewith for filing under 37 CFR 1.53(b) is a(n): ☒ Utility ☐ Design

☒ original patent application,

☐ continuation-in-part application

INVENTOR(S): Gayle E. Assetto et al.

TITLE: SYSTEM AND METHOD FOR EFFICIENT PROCESSING OF SERVICE REQUESTS

Enclosed are:

- ☒ The Declaration and Power of Attorney. ☐ signed ☒ unsigned or partially signed  
☒ 8 sheets of drawings (one set) ☐ Associate Power of Attorney  
☐ Form PTO-1449 ☐ Information Disclosure Statement and Form PTO-1449  
☐ Priority document(s) ☐ (Other) (fee \$ )

CLAIMS AS FILED BY OTHER THAN A SMALL ENTITY				
(1) FOR	(2) NUMBER FILED	(3) NUMBER EXTRA	(4) RATE	(5) TOTALS
TOTAL CLAIMS	21 — 20	1	X \$18	\$ 18
INDEPENDENT CLAIMS	3 — 3	0	X \$80	\$ 0
ANY MULTIPLE DEPENDENT CLAIMS	0		\$270	\$ 0
BASIC FEE: Design (\$320.00 ); Utility (\$710.00 )				\$ 710
TOTAL FILING FEE				\$ 728
OTHER FEES				\$
TOTAL CHARGES TO DEPOSIT ACCOUNT				\$ 728

Charge \$ 728 to Deposit Account 08-2025. At any time during the pendency of this application, please charge any fees required or credit any over payment to Deposit Account 08-2025 pursuant to 37 CFR 1.25. Additionally please charge any fees to Deposit Account 08-2025 under 37 CFR 1.16, 1.17, 1.19, 1.20 and 1.21. A duplicate copy of this sheet is enclosed.

"Express Mail" label no. EL315116017US

Date of Deposit March 30, 2001

I hereby certify that this is being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 CFR 1.10 on the date indicated above and is addressed to: Commissioner for Patents, Washington, D.C. 20231.

By Shelley Brown  
Typed Name: Shelley Brown

Respectfully submitted,

**Gayle E. Assetto et al.**

By Michael J. Fogarty, III  
Michael J. Fogarty, III  
Attorney/Agent for Applicant(s)  
Reg. No. 42,541

Date: March 30, 2001

Telephone No.: (214) 855-8172

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Inventor: Gayle E. Assetto et al.

Title: SYSTEM AND METHOD FOR EFFICIENT PROCESSING OF  
SERVICE REQUESTS

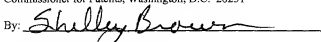
BOX PATENT APPLICATION  
Commissioner for Patents  
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By:



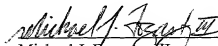
Printed/Typed Name: Shelley Brown

REQUEST AND CERTIFICATION OF NON-PUBLICATION

Sir:

I hereby certify that the invention disclosed in the attached application has not been,  
and is not currently contemplated to be, the subject of an application filed in another country,  
or under a multilateral agreement, that requires publication at eighteen months after filing. I  
hereby request that the attached application not be published under 35 U.S.C. 122(b).

Respectfully submitted,



Michael J. Fogarty, III  
Registration No. 42,541  
Counsel for Applicant

Date: March 30, 2001

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